

**T 3 TIGERTECH**

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Department of Justice  
Community Oriented Policing Services  
**Knowledge Resource Management**

**Services Rendered:**

- Mission Development
- Strategic Planning and Performance Planning
- Executive Meeting Facilitation
- Knowledge Resource Management
- Lean Six Sigma Professional Services and Training
- IT Systems and Business Process Alignment

## Challenges

Our client was a U.S. Department of Justice Agency that advances the practice of community policing in America’s state, local and tribal law enforcement agencies. Its multifold mission is directly related to its ability to manage information to prevent crimes, enhance community communication, promote collaboration, foster innovation, and improve policing strategies.

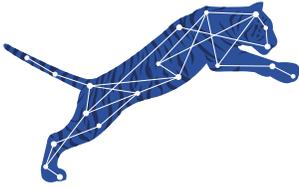
The Agency senior leadership wanted to improve their knowledge resource and the procurement grants management line of business process and systems. Several previous attempts had limited success due to project management and change management challenges, along with difficulty getting ‘buy-in’ from key managers and staff.

The Agency Senior Leadership wanted an Executive Level Strategic Assessment in preparation for significant leadership, resources and mission change. This included review of current capabilities and constraints, analysis of strengths, weaknesses, opportunities and threats, development of best case, worse case, and most likely case scenarios, and finally development of primary strategic planning for each scenario.

During the initial stages of the strategic assessment, the project was expanded to include all critical areas of the Agency; Knowledge Management, Human Capital, IT Management and Planning, Grant’s Management, Budgeting and Financial Resource Management and Strategic Planning.

## Solution

T3 TigerTech extensively reviewed all of the client’s business strategies, its operation, business processes, and information systems, and discovered that legacy information management systems were sparingly documented, poorly integrated and without an overall business technology plan in place. T3 TigerTech led the 30 month Business Process Re-engineering analysis for a Department of Justice. T3 TigerTech developed and implemented the Project Plan using Project Management Institute methodologies and best practices, including scope, resource, schedule and quality control as well as change management, risk management and mitigation, communication planning, meeting facilitation, and senior executive consulting, strategy and policy support.



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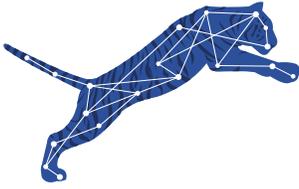
T3 TigerTech created a tailored approach using business process reengineering, continuous process improvement, and project management best practices. T3 TigerTech documented and mapped the key current state processes and developed a desired state processes map and procedural documentation for integrating planning, managing, operations and decision support, and organizational performance. T3 TigerTech also developed and implemented a communication and knowledge management plan to support the programs initiated by The Agency. T3 TigerTech worked with the senior executive team and key managers to develop an environment scan and SWOT (strengths, weaknesses, opportunities, and threats) analysis to facilitate strategic planning and planning to aid the transition.

## Results

T3 TigerTech led the 39 month Business Process Re-engineering analysis for a Department of Justice effort to evaluate the The Agency (Community Oriented Policing Services) Knowledge Resource Management Line of Business process. T3 TigerTech developed and implemented the Project Plan using Project Management Institute methodologies and best practices, including scope, resource, schedule and quality control as well as change management, risk management and mitigation, communication planning, meeting facilitation, and senior executive consulting, strategy and policy support. Accomplishments include documentation of as-is process model, identification of immediate opportunities for process and system improvement, development of to-be process model with business systems architecture. The success of these initiatives led to their immediate implementation and an expansion into multiple other areas.

Evaluated Current State of Organizational Quality Management Systems. Assessed and compared multiple programs to determine value added in terms of return on investment, budget forecasting, and net present value of new product/service investments. T3 TigerTech developed a performance metrics regime for all major business processes, including key performance indicators (KPIs) and key output and input variables (KIPV/ KOPV) for key lines of business: strategic planning, knowledge management, budgeting and programming, human capital management, grants management, customer relations management, and information technology (IT) systems management. T3 TigerTech developed a new assessment tool to measure and graphically display stakeholder influence and value in relationship to multiple organizational missions. This involved reverse engineering the multiple product and service demand rates in order to assess the voice of the customer and developing a stakeholder market segmentation. Developed documentation of as-is process model, identification of immediate opportunities for process and system improvement, development of to-be process model with business systems architecture. The success of these initiatives led to their immediate implementation and an expansion into multiple other areas.

Developed and Document Desired State Concept of Operations for Quality Management System. Prepared an organizational study that recommend a cross-functional team organization to improve planning, execution, and feedback for key lines of business, including alignment of strategic objectives and cost benefit analyses of implementation. Adoption of proposal significantly improved value of organizational output and improved communication and management impact.



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Conducted Gap Analysis and Develop Recommendations. Provided professional services to improve budget execution on new \$1 billion grants program that facilitated planning, management, communication, and performance, resulting in on-time, on-target completion and public recognition of the success by the vice president.

Provided Subject Matter Expertise and Technical Advice to Senior Leadership. Prepared and presented monthly, quarterly, and annual earned value management reports and analyses for the contracting officer s technical representative (COTR) and senior leadership throughout the 30-month program.

Provided Subject Matter Expertise and Technical Advice to Senior Leadership. T3 TigerTech developed and facilitated an Executive Strategic Assessment in preparation for significant leadership, resources and mission change. This included review of current capabilities and constraints, analysis of strengths, weaknesses, opportunities and threats, development of best case, worse case, and most likely case scenarios, and finally development of primary strategic planning for each scenario.

We concurrently developed an embedded process improvement development program for key managers tailored to their immediate and long-term requirements and applied our results to the development of their key to-be processes; strategic management and planning; program, budget, and financial analysis; human capital management; enterprise architecture planning; systems development; and systems deployment.